

Voluntary Support North Surrey

ANNUAL REPORT 2020/2021

voluntary
support



Voluntary Support North Surrey (VSNS) is an independent charity that supports approximately 1,500 voluntary and community organisations within the North Surrey Boroughs of Spelthorne, Runnymede and Surrey Heath. The Charity has three offices located in Camberley, Chertsey and Staines. Indirectly we serve the needs of circa 300,000 Surrey residents.

Key Achievements

- Covid Response
- Building Communities
- Volunteering
- Representation
- Co design

This annual report describes the work of the Charity including achievements in the reporting period: to ensure financial transparency the report also includes a statement of financial activities and an independently produced examiners report.

www.voluntarysupport.org.uk

VSNS

KEY ACHIEVEMENTS

Building-on the existing strong partnership with Boroughs, County and health the Charity was responsible for providing and scheduling volunteers for 6 vaccination sites through the use of an app and online scheduling platform. During the reporting period life saving vaccines were delivered by circa 350 volunteers covering 6578 shifts equating to 185,000 volunteering hours and a saving to the NHS of approximately £2,210,000.

Covid response: VSNS quickly adapted and supported local charities and mutual aid groups so that they were able to meet urgent requests for food, prescriptions and medical equipment. The Charity also directly supported the delivery to residents' homes of PPE and oximeters, and led/chaired the group of Covid Champions delivering support within the area.

VSNS helps with all aspects of volunteering including writing and promoting the volunteer job roles and running training for volunteers and volunteer managers.

VSNS Volunteering figures for the year were enhanced by the public's response to our appeals for help during the coronavirus pandemic but within the sector research showed that at least a third of charities suffered from loss of volunteers due to covid. The number of volunteers willing to support the NHS well exceeded the need and VSNS has been looking at initiatives to interest and engage volunteers that offered their time but were not utilised by the vaccination centres.



Flu response: prior to Covid VSNS supported residents with the flu vaccination initiative by recruiting volunteers and managing them using an app. The success of the flu vaccination programme was timely as it acted as a pilot and proof-of-concept for the Covid vaccination volunteer initiatives locally.



During the year VSNS developed a targeted approach in the form of proactive work with selected organisations. We were especially keen to support the charities that were struggling to continue to offer services throughout the pandemic. A number of charities that were reliant on older volunteers suffered considerably to adapt services.



We have been able to measure our impact through improved monitoring and reporting.

Volunteer recruitment initiatives have been successful and our use of social media is helping us to widen our reach. We are an active member of a task group for strengthening charity leadership focusing on training needs of trustees, good governance and sharing good practice.

Since our inception VSNS have placed emphasis on working with businesses and through lockdown we have successfully enabled circa 50 organisations to engage with local charities. In this reporting period we supported less physical volunteering opportunities, instead there was a shift to monetary donations and virtual volunteering and in some cases micro volunteering.



Capacity-building for Third Sector groups: this represents the core business of VSNS and is achieved through a number of initiatives and mechanisms

1. Funding support

VSNS offers excellent funding advice and training to new and existing organisations which has been successfully adapted to be delivered virtually as required. One-to-one funding surgeries have also taken place on-line during lock down.

We have had a number of successes in helping groups with their fundraising strategy and application including Stanwell Foodbank, Just a Helping Hand and many more. We are delighted that some groups have successfully received considerable funds from a number of national trusts and grant givers. VSNS moved its funding support services to Funding Central, in part to save costs, but also to improve functionality.

We administered £16,000 for charities in Spelthorne that supported residents throughout the pandemic. This money was a lifeline and well received by almost 20 groups





2. Governance

VSNS provided training on charity law and governance as well as forums and networking events which are proven to be effective at encouraging and enabling voluntary sector organisations to support one another and build sustainable capacity at a local level.

Over the year the Charity supported trustees and boards from more than 1,000 organisations. One-to-one tailored charity training has been delivered and individuals/groups are supported in making applications to the charity commission.

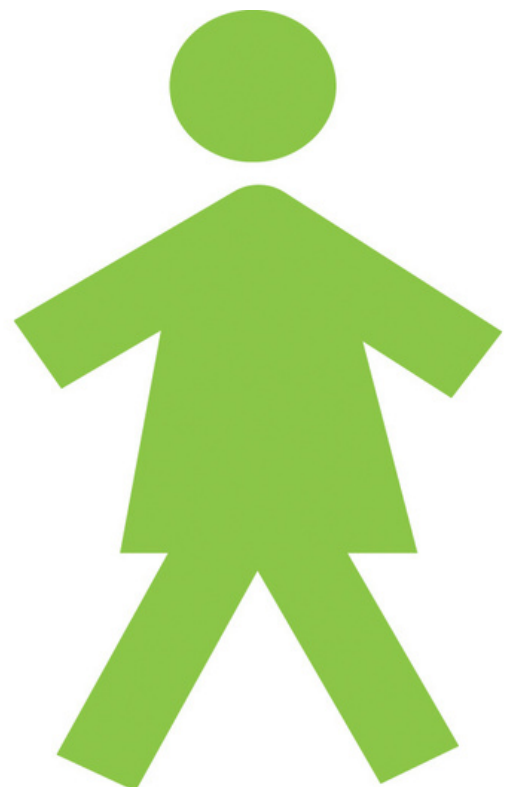
Helping trustees to manage charities diligently is essential to the growth and sustainability of the sector and area where we will be focusing future efforts.

We will put emphasis on recruiting young trustees to increase diversity and inclusion.



What is a charity trustee?
What do they do?
How do I become one?

#TrusteeThursday





3.Training

VSNS's free training program was developed and adapted to include more topics and for delivery using digital technologies. The training available includes: grant and trust application writing, digital fundraising, legacy fundraising, volunteer management, volunteer and the law and charity law. We use feedback forms to regularly develop and improve the training and have documented the training so that the knowledge base is available to all employees and can be delivered by a number of individuals should the need arise.

There is also demand for social media training and we are in the process of developing this for delivery next year



4.Social Media and website support

VSNS believe that a digital presence is an essential part of fundraising and engaging supporters and volunteers. We have supported a dozen organisations with website and social media evaluation and advice, and organisations have benefited from a VSNS volunteer designing and creating a WordPress website free of charge on their behalf in this financial year.

We are very grateful to our volunteers for this support. VSNS also uses social media itself to target volunteer recruitment on behalf of the local organisations using platforms including twitter, Facebook, Instagram and Linked-In. In addition, the Charity has identified the unmet need for smaller groups to better engage with social media and has begun an initiative that will result in training and workshops in this area next year.



5.Resource-building-

VSNS has enabled some local charities to have affordable premises and access to much needed resources thus supporting the delivery of their services locally. For example, the Charity directly hosts Cruse and Camberley Care. The Charity also remains actively engaged in place projects to ensure visibility of Third Sector organisations on the high-street.

6.Third Sector Representation:

VSNS is a voice for local voluntary groups in shaping local services with our statutory services. We sit on local boards and committees to ensure that the voluntary groups are represented within the community. Boards that we sit on include Borough partnership groups, ICS steering committees, 'place based' alliances, and community task groups in the areas of deprivation. These relationships and partnerships have proven to be one of the reasons why the local response to the pandemic was so well and quickly executed in Surrey.

Grant making:

Following a decision in 2010 to use VSNS reserves to establish community funds to be invested with the Community Foundation for Surrey, the Charity has been able to grant £233,000 to 103 projects. In the current financial year we have granted £18,000 to 8 projects

VSNS governance

VSNS applied to the Charity Commission in 2019 and changed status becoming a CIO on December 11th of that year. The Board oversees the Charity, sets its strategic direction, and works with the CEO and the team to deliver key outcomes. All Trustees sign, and are held accountable, to a code of conduct.

VSNS finances are managed in compliance with SORP 2005.





Time to Talk

Voluntary support's befriending scheme has grown from strength to strength with circa 40 volunteers supporting those feeling alone or isolated with befriending services in their own homes. The scheme morphed to accommodate our residents during the pandemic and we began to offer telephone befriending. There is a small waiting list of people looking for volunteers. This is an area where we work closely with other befriending schemes including Surrey Heath Age Concern. VSNS sees this as a growth area as there are many individuals that would benefit from befriending.



VSNS challenges

The next year will be a challenging year across the third sector and at VSNS our efforts will be concentrating on a few areas for successful impact including;

- Enabling voluntary organisations to grow and develop in challenging times by providing more training and one to one support.
- Responding to the continued uncertainty around statutory funding driven by economic circumstances by keeping our business plan under regular review.
- Maintaining a reserve level of £100,000 to cover cost of redundancy and lease terminations.
- Improving board diversity and training.
- Time to Change, the need to engage young volunteers is an area where we can add value and share best practice
- Time to Talk and befriending in general, we aim to grow and improve the befriending services within Surrey and ensure that there is a supply of well trained and supported volunteers



Statement of Financial Activities
Year Ending 31st March 2021

Balance Sheet
31st March 2021

These financial statements were approved by the Board of Directors on the xx Month 2021 and signed on its behalf by:

Signed Anne Elkington
Treasurer

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDING 31st March 2021

1 ACCOUNTING POLICIES

Basis of preparation

These accounts have been prepared under the historical cost convention and comply with the Charities Act 2011, and Accounting and Reporting by Charities: Statement of Recommended Practice SORP applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland FRS102 published on 16 July 2014.

Company Status

VSNS is a registered charitable incorporated organisation (number 1141587).

Incoming Resources

All income is recognised in the Statement of Financial Activities (SOFA) when entitlement to that income is virtually certain and the amount can be reasonably quantified.

Income received by way of grants, donations and gifts is included in full in the SOFA at the time of receipt.

Income from grants, where such income is dependant upon performance or specific deliverables, is recognised upon satisfactory completion of the performance or delivery.

The value of donated services and the value of services provided by volunteers are not included in these accounts.

Investment income is included when received.

Resources Expended

Expenditure is recognised on an accruals basis as the liability is incurred.

Expenditure includes VAT which is not recoverable.

Governance costs include the costs associated with meeting the organisation's constitutional and statutory requirements.

Pension

The company operates a defined contribution pension scheme for staff.

2 ANALYSIS OF INCOMING RESOURCES

| | Unrestricted | Restricted | 2021 Total | 2020 Total |
|--------------------------------------|----------------|---------------|----------------|----------------|
| | £ | £ | £ | £ |
| DONATIONS | | | | |
| Chertsey Combined Charity | - | - | - | - |
| Other | - | - | - | - |
| | <u>0</u> | <u>0</u> | <u>0</u> | <u>0</u> |
| GRANT INCOME | | | | |
| Surrey County Council | 80,286 | - | 80,286 | 78,686 |
| Runnymede Borough Council | 33,000 | - | 33,000 | 31,000 |
| Runnymede Community Fund | 3,000 | - | 3,000 | 5,000 |
| Surrey Heath Borough Council | 30,000 | - | 30,000 | 30,000 |
| Spelthorne Borough Council | 30,000 | - | 30,000 | 30,000 |
| North West Surrey CCG | 40,088 | - | 40,088 | 40,088 |
| Surrey Heath CCG | 20,044 | - | 20,044 | 20,044 |
| | <u>236,418</u> | <u>0</u> | <u>236,418</u> | <u>234,818</u> |
| COMMUNITY PROJECTS | | | | |
| SHCCG - Integrated Local Care | 64,000 | - | 64,000 | 39,000 |
| SHCCG - Time to Talk | 30,000 | - | 30,000 | 20,000 |
| DoH - Social Prescribing | 19,000 | - | 19,000 | 38,000 |
| Catalyst - Amigo Befriending Project | - | 35,000 | 35,000 | 60,500 |
| Covid-19 Related Income | 78,474 | - | 78,474 | 8,200 |
| | <u>191,474</u> | <u>35,000</u> | <u>226,474</u> | <u>165,700</u> |
| OTHER INCOME | | | | |
| Office Rental & Other Services | 7,253 | - | 7,253 | 17,521 |
| Bank Interest | 92 | - | 92 | 305 |
| Sundry | 7,842 | - | 7,842 | 8,613 |
| | <u>15,187</u> | <u>0</u> | <u>15,187</u> | <u>26,439</u> |
| TOTAL INCOME | <u>443,079</u> | <u>35,000</u> | <u>478,079</u> | <u>426,957</u> |

3 ANALYSIS OF RESOURCES EXPENDED

| | Unrestricted | Restricted | 2021 Total | 2020 Total |
|--|----------------|---------------|----------------|----------------|
| | £ | £ | £ | £ |
| CHARITABLE ACTIVITIES | | | | |
| a Staff Costs | 274,903 | 34,861 | 309,824 | 315,651 |
| b Premises Rental and Other Expenditure | 22,670 | - | 22,670 | 27,799 |
| c IT | 12,683 | - | 12,683 | 13,250 |
| d Broadband, telephone & postage | 5,645 | - | 5,645 | 6,256 |
| e Travel & volunteer expenses | 1,251 | 95 | 1,346 | 6,826 |
| f Project related expenditure - Social Prescribing | 40,000 | - | 40,000 | 30,600 |
| g Project related expenditure - Other | 849 | - | 849 | 3,177 |
| h Covid-19 related expenditure | 30,253 | - | 30,253 | 5,223 |
| i Health & Safety | 816 | - | 816 | 880 |
| j Marketing & advertising | 60 | - | 60 | 1,076 |
| k Office costs | 378 | - | 378 | 744 |
| l Subscriptions | 1,458 | - | 1,458 | 1,034 |
| m Insurances | 1,645 | - | 1,645 | 1,474 |
| n DBS | 164 | - | 164 | 388 |
| o Community networking | -32 | - | -32 | 638 |
| p Printing & stationery | 582 | - | 582 | 1,609 |
| q Sundries | 1,624 | 44 | 1,668 | 4,208 |
| r Restricted Funds expenditure | - | - | - | - |
| s Bank charges | 69 | - | 69 | 70 |
| t Bad Debts | 70 | - | 70 | - |
| TOTAL | 395,146 | 35,000 | 430,146 | 420,903 |
| GOVERNANCE COSTS | | | | |
| AGM Expenses | - | - | - | - |
| Independent Examiners fee | - | - | - | - |
| Legal & consultancy | 4,702 | - | 4,702 | 5,281 |
| Total | 4,702 | 0 | 4,702 | 5,281 |
| TOTAL EXPENDITURE | 399,848 | 35,000 | 434,848 | 426,184 |

4 DEBTORS & PREPAYMENTS

| | 2021 £ | 2020 £ |
|---------------------------------|---------------|---------------|
| Trade Debtors due within 1 year | 4,278 | 5,620 |
| Prepayments & Advances | 6,991 | 7,978 |
| | 11,269 | 13,598 |

5 INVESTMENTS

| | 2021 £ | 2020 £ |
|-----------------------|-----------|-----------|
| Surrey Community Fund | 150,000 | 150,000 |

6 CREDITORS & ACCRUALS

| | 2021 £ | 2020 £ |
|-----------------------------------|---------------|---------------|
| Trade Creditors due within 1 year | 4,809 | 2,327 |
| HMRC PAYE & NIC | 5,573 | 6,637 |
| Payments received in advance | 58,467 | 2,000 |
| Accruals | 25,813 | 17,871 |
| | 94,662 | 28,835 |

7 MOVEMENT IN FUNDS

| | 01/04/2020 £ | Income £ | Expenditure £ | 31/03/2021 £ |
|-----------------------------|-----------------|----------------|------------------|-----------------|
| Unrestricted Funds | | | | |
| General Fund | 291,072 | 443,079 | 434,848 | 299,303 |
| Total | 291,072 | 443,079 | 434,848 | 299,303 |
| Restricted Funds | | | | |
| Surrey County Council | 26,584 | | | 26,584 |
| Runnymede Borough Council | 900 | | | 900 |
| Chertsey Combined Charities | 200 | | | 200 |
| Catalyst | - | | | - |
| Smoke Free Alliance | 7,000 | | | 7,000 |
| Forest Estate Community Hub | 1,030 | | | 1,030 |
| Total | 35,714 | 0 | 0 | 35,714 |
| TOTAL FUNDS | 326,786 | 443,079 | 434,848 | 335,017 |

8 EMPLOYEE COSTS

| | 2021 | 2020 |
|--------------------------------|---------|---------|
| | € | € |
| Salaries | 282,737 | 276,249 |
| Social security costs | 8,394 | 22,038 |
| Employer pension contributions | 18,429 | 15,585 |

One employee received emoluments (excluding employer pension costs) of more than €60,000

This employee's emoluments (excluding pension costs) were in the band €70,000 to €80,000

The average number of employees during the year, calculated on the basis of full time equivalents was 7.6 (2020: 8.2)

9 TRUSTEE REMUNERATION & RELATED PARTY TRANSACTIONS

No remuneration was paid to any trustee member of the board during the year.

No trustee or member of the board had any personal interest in any contract or transaction entered into during the year

10 TAXATION

VSNS as a charity is exempt from taxation on its income and gains under sections 466 to 493 of the Corporation Tax Act 2010 and Section 256 of the Taxation of Capital Gains Act 1992, to the extent that they are applied for charitable purposes.

VOLUNTARY SUPPORT NORTH SURREY

Independent Examiners Report

Independent Examiner's Report to the trustees of VOLUNTARY SUPPORT NORTH SURREY

I report to the trustees on my examination of the accounts of Voluntary Support North Surrey for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes.

As the charity's trustees you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act'). The trustees consider that an audit is not required for this year under the Charities Act 2011, s.144(2) (the 2011 Act) and that an independent examination is needed.

Independent examiner's statement

I have completed my examination. I can confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

Responsibilities and basis of report

In respect of my examination of the charity's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

- the accounting records were not kept in respect of the charity as required by section 130 of the Act; or
- the accounts do not accord with those records; or

• the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Mrs M H Matthews

FCCA

MHM Accounting Solutions

13 Mapledrakes Close

Ewhurst

GU6 7QR

23rd December 2021

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Thank You

We could not help as many people without the support of funders including, Spelthorne Borough Council , Runnymede Borough Council, Surrey Heath Borough Council, Surrey County Council, Surrey Heathlands CCG, Surrey Heath CCG, and The Community Foundation of Surrey.

The Heath and Wellbeing Fund has given us 3 year funding for social prescribing and the CAB in Surrey Heath and we are in the third year of delivering this initiative.

We had generous grants/donations and funds from

Enterprise Rent a car

Johnson and Johnson

The Trustees

Arthur Birkby MBE (Chair)

Heather Schroder CBE

Dr Brian Perry BEM

Sue Loveday

David Bell

Karen Ancell

Philip Peberdy

